

**Saddleback College
Clinical Lab Assistant/Phlebotomy
Program**

Student Handbook



Revised 8/5/22

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INTRODUCTION

The Saddleback College Certificate Program for Clinical Lab Assistant and Phlebotomy program's mission, beliefs, philosophy, and outcomes are congruent with that of Saddleback College and South Orange County Community College District.

Saddleback College Medical Lab Tech/Clinical Lab Asst and Phlebotomy Program Mission

- Provide high quality, innovative education
- Support student success
- Install in the learner the need for lifelong learning and professional development
- Prepare competent entry level medical laboratory technicians to meet the changing needs of the laboratory

State Licensure Information/Contact

The Medical Laboratory Technician Program and Phlebotomy are approved by the:

California Department of Public Health/ Laboratory Field Services
 PO Box 997377
 MS 0500
 Sacramento, CA 95899-7377
 (916) 558-1784
<https://www.cdph.ca.gov/programs/osphld/lfs/Pages/Home.aspx>

National Accreditation

The MLT/ Phlebotomy Program is currently applying for national program accreditation with the National Accreditation Agency for Clinical Laboratory Sciences (NAACLS) programs.

Equal Employment Opportunities

According to the Board Policy 3420:

It is the intent of the Board to establish and maintain within the District and all of its programs and activities a policy of equal opportunity in employment for all persons, and to prohibit discrimination, preferential treatment, or harassment based on sex, age, gender identity, gender expression, race, color, ethnic group identification, national origin, ancestry, religion, mental or physical disability, medical condition, genetic information, pregnancy, marital status or sexual orientation or because an individual is perceived as having one or more of the above characteristics.

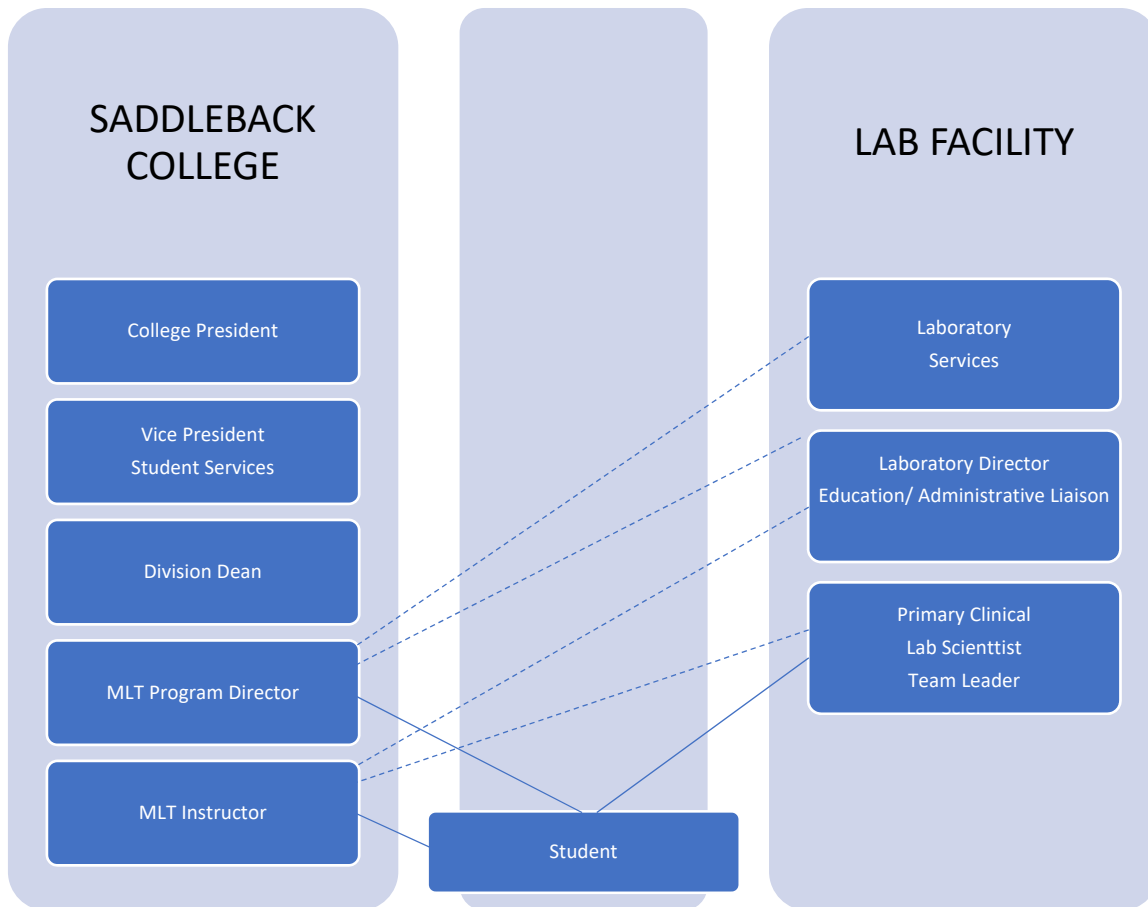
It is the intent of the Board to implement the requirements of Title 5 (relating to equal opportunity and nondiscrimination in employment) including the various provisions of federal law cited therein, except "insofar" as the referenced provisions of law have been found to be inapplicable to agencies of the state and their officials.

The Chancellor shall develop for review and adoption by the Board, a program and plan for achieving equal employment opportunity in compliance with California Education Code and Title 5 Regulations adopted by the Board of Governors, and as from time to time modified or clarified by judicial interpretation.

Nothing in this policy or implementing administrative regulations shall be construed to conflict with or be inconsistent with the provisions of Article 1, Section 31, of the California Constitution (relating to discriminatory preferences) or to authorize conduct that is in conflict with or is inconsistent with such provisions.

Chain of Command

It is expected that the student will first follow all campus/district communication channels to resolve concerns. Students have the right to contact the California Department of Health/Laboratory Field Services with concerns regarding the educational program.

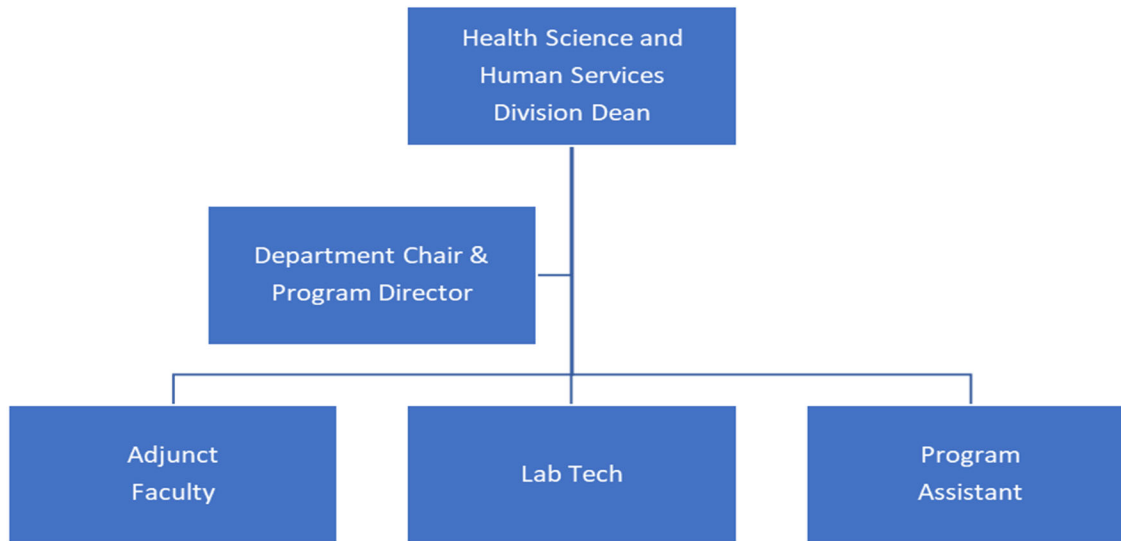


Students may use the following resources to obtain information or to seek clarification regarding MLT issues:

California Department of Public Health
 Clinical Laboratory Complaints and Compliance Program
 Laboratory Field Services
 850 Marina Bay Parkway Richmond, CA 94804-6403
 Phone: (510) 620-3800
 FAX: (510) 620-3692

Executive Office Address
 1895 Mowry Ave., Suite 112
 Fremont, California 94538
 Phone: (510) 792-4441
 Fax: (510) 792-3045
[File a Complaint](#)

Department Organizational Chart



Program Contact Information

MLT Department Chair
 Hencelyn Chu, PhD, MLS(ASCP)
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 949-348-6270

MLT Program Assistant
 Laura Rutman
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 949-582-4701

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 949-582-4787

Vice-President of Instruction
 Tram Vo-Kumamoto
tvokumamoto@saddleback.edu

President, Saddleback College
 Dr. Elliot Stern
estern@saddleback.edu

Program Outcomes

- Saddleback MLT Program Graduation Rates: 90%
- ASCP Board of Certification Pass Rates: According to ASCP's 2020 exam statistics, 84% of people passed the MLT exam on their first try. See [ASCP Pass Rates](#)

*[CDPH/LFS License Verification Data](#)

Student Learning Outcomes

Student Learning Outcomes describe graduate behaviors derived from the program mission, philosophy and belief, organizing framework, curriculum threads, and scope of competent performance, issued by the California Department of Health, Phlebotomy theory and skills. Student learning outcomes are the culmination of education in the Certificate of Completion for the Clinical Lab Assistant and Phlebotomy Program.

After successful completion of the Clinical Lab Assistant and Phlebotomy program graduates will be able to:
Students who complete this program will be able to:

- Perform blood specimen collection, transport, and processing as required for diagnostic testing.
- Practice established safety procedures and communicate effectively and professionally with patients, laboratory personnel, and other members of the health care team.
- Demonstrate preparation for applicable State of California approved Phlebotomy certification exam.

Career Options

Successful completion of the Certificate of Completion in Clinical Lab Assistant and Phlebotomy makes the program completer eligible to take the CDPH/LFS approved board exam and apply for Certified Phlebotomy Technician (CPT-1) license, issued by the California Department of Public Health/ Laboratory Field Services (CDPH/LFS) branch. To be employed as a Phlebotomist in California, a state-issued certificate or license is required. Once licensed, Phlebotomists can work in both private and public diagnostic laboratories, forensic labs, veterinary labs, and biomedical research laboratories.

Labor Market Information

According to the Bureau of Labor Statistics, the median annual national wage for phlebotomists was \$37,380 in May 2021. For wage data, the median wage is the wage in the middle, where half of the workers earned below this level, and half earn above this level. The lowest 10 percent earned less than \$28,990, and the highest 10 percent earned more than \$48,490.

<https://www.bls.gov/oes/current/oes319097.htm>

California Labor Market Information

In California, the annual mean wage for phlebotomists is \$48,070. This wage estimate is calculated with data collected from employers in metropolitan and nonmetropolitan areas in California.

https://www.bls.gov/oes/current/oes_ca.htm

PROGRAM OVERVIEW

Phlebotomy Courses and Description

MLT 410NC INTRODUCTION TO THE CLINICAL LABORATORY PROFESSION

Introduces the student to the functions and responsibilities of the clinical laboratory assistant and phlebotomist in all departments of the clinical laboratory. Topics such as clinical laboratory safety, regulatory agencies, infection control policies, standard operating procedures, and professional communication will be presented. The student will learn medical terminology, patient's bill of rights, pre-analytical evaluation of specimens, the laboratory information and data management.

Grading Method: PN – Pass/no Pass

MLT 411NC BASIC LABORATORY PROCEDURES

Designed to introduce the student to basic clinical laboratory procedures common to all diagnostic-related tasks. The student will learn to comply with mandated regulations on safety practices, follow standard operating procedures, perform pre-analytical procedures, demonstrate effective communication, use the laboratory information system to receive and process specimens, and operate basic lab equipment.

Grading Method: SP - Noncredit Graded Pass/SP/No Pass

MLT 412NC PHLEBOTOMY

Prerequisite: MLT 410NC and MLT 411NC

Corequisite: MLT 413NC

Limitation on Enrollment: Current malpractice insurance, health clearance, TB test results, drug screen, CPR card, background check required. A California state approved full training program in phlebotomy. Provides students with a comprehensive knowledge of venipuncture, skin puncture, specimen collection and handling, standard precautions, laboratory safety, and basic medical terminology. Concepts of diversity and culturally competent care for individuals from culture groups within the United States are integrated.

Grading Method: SP - Noncredit Graded Pass/SP/No Pass

MLT 413NC PHLEBOTOMY LABORATORY EXPERIENCE

Corequisite: MLT 412NC

Limitation on Enrollment: Current malpractice insurance, health clearance, TB test results, drug screen, CPR card, background check required. Provides direct patient care experience for students seeking venipuncture certification. Includes on-site experience in obtaining and processing specimens for a clinical laboratory. Leads to certification as a phlebotomist/laboratory assistant.

Grading Method: SP - Noncredit Graded Pass/SP/No Pass

REQUIRED CORE:

Course ID	Title	Hours
MLT 410NC	Introduction to the Clinical Laboratory Profession	16.6
MLT 411NC	Basic Laboratory Procedures	16.6
MLT 412NC *	Phlebotomy (pre-req MLT 410NC and MLT 411NC)	66.4
MLT 413NC *	Phlebotomy Laboratory Experience (co-req MLT412NC)	58.1
TOTAL HOURS FOR THE CERTIFICATE:		157.70

PRE-ADMISSION POLICIES AND PROCEDURES

Admission Criteria

The Saddleback College MLT/Phlebotomy Program is an open-access program, as offered at a community college. Qualified candidates are admitted with enrollment limitations related to the number of available sites. Admission requirements to the program are as follows:

1. Individuals who have earned a High School Diploma (must be 18 years or older) or a GED may register for the courses MLT 410NC, MLT 411NC, MLT 412NC, and MLT 413NC.
2. Students must complete the pre-req courses, MLT 410NC and MLT 411NC, successfully earning a P or Pass grade to be eligible for MLT 412NC and MLT 413NC.
3. Students enrolled in the MLT 413NC course are required to obtain the following clearances before participation in the program: health clearances (immunizations, drug screen, and TB testing), a background check. Students enrolled in MLS 413NC course are also required to obtain a non-expired BLS card and malpractice insurance. Students may be required to participate in an interview selection process at a maximum of 3 approved training sites for the MLT 413NC course.
4. Program completers will be eligible to take the state certification exam approved by the California Department of Public Health/ Laboratory Field Services branch to obtain a Certified Phlebotomy Technician-1 license required for employment. Certification enables employment in various diagnostic laboratory settings in the hospital, the physician office, reference, forensic, and research institutions.

Completion and submission of all the Clinical Lab Assistant and Phlebotomy program pre-clinical requirements by the deadline. These requirements are as follows:

- a. **Mandatory Health Assessment (Health Clearance expires in 1 year.)**
 - Students should strive to maintain a high level of wellness. To fulfill objectives for the Program, students may encounter a variety of communicable diseases including acquired immune deficiency syndrome and hepatitis. Instruction and required learning include measures to be taken to protect the student and the patient.
 - Prior to the beginning of the first semester, a physical examination conducted by a health care provider is required. See [Mandatory Health Assessment Requirements](#). Immunizations and tuberculosis screening must be current. **Tuberculosis screening must be updated on an**

annual basis. This is the student's responsibility. Students will not be able to register for classes without an annual TB clearance. Seasonal flu shots are also required. Whenever there is any change in the health status of a student, he/she is responsible for submitting a written statement regarding this change to the Program Director. The student is also expected to keep the Faculty and Director informed in writing when there is any need for on-going health care. Additional tests or records may be required as necessary to verify satisfactory health status during the program.

- For the health assessment, you may make an appointment with your personal health care provider or call the Student Health Center at (949) 582-4606 to make a telehealth appointment. For more information, go to [Student Health Center](#). If your physical is completed by your health care provider, you must make an appointment with the Student Health Center RN for final sign-off and Program Verification Clearance Letter. Copies of all immunization records will be required.
 - Should a clinical facility have other requirements prior to student placement or during placement, the student shall be responsible for complying with additional standards in a timely manner. These costs are borne by the student.
- b. Physical Advisory Statement

In the best interest of our students, please be aware that certain physical, emotional and learning abilities are necessary in order to protect the individual student's well-being and provide for the safety of each patient/client placed in his/her care.

The following are basic physical and emotional abilities required of the student for success in the Program:

- Standing/Walking – A limited amount of standing and walking is required to obtain supplies, charts and other records, file, copy and greet people.
- Lifting – There is occasional lifting from floor to knee, knee to waist, and waist to shoulder levels while handling supplies. These supplies include office supplies such as copy paper, boxes of supplies and toner.
- Carrying - Some of the workday is spent carrying charts, trays and supplies (5 to 10 pounds).
- Sitting – Much time is spent sitting while operating computers, answering telephones, handling paperwork, reviewing medical records and communicating with patients/clients as well as other healthcare personnel.
- Pushing/Pulling - A large part of the workday is spent pushing/pulling while moving or adjusting equipment such as beds, wheelchairs, furniture, intravenous pumps and emergency carts.
- Stooping/Kneeling - Some time is spent stooping/kneeling while filing records and stocking supplies.
- Bending - Bending at the waist is sometimes necessary during the workday for reaching to file and gather supplies.
- Crouching/Crawling - A minimal part of a workday is spent retrieving items on the floor and adjusting equipment.

- Reaching/Stretching - Reaching/stretching is sometimes necessary for reaching to file and gather supplies.
- Twisting/Turning – A small part of the workday is spent twisting at the waist and turning the neck while gathering supplies, and operating office equipment.
- Fingering - Fine and gross finger dexterity is required.
- General Extremity Motion (upper and lower extremities) – Movement of the shoulder, elbow, wrist, hand, fingers, and thumb is required throughout the workday. Movement of the hip, knee ankle, foot and toes are also required throughout the workday. It is necessary for the student to be able to turn, flex and extend his/her neck.
- Feeling – Student must be capable of feeling heat, cold, pain and pressure to the self to protect himself/herself from personal injury.
- Talking - A majority of the workday requires an average ability to speak in English with a minimum of speech impediments and an ability to communicate with a wide variety of people while being easily understood.
- Hearing - A majority of the workday requires an ability to hear and correctly interpret what is heard. This not only includes taking verbal or telephone orders and communicating with patients, visitors and other members of the health care team; but also involves the physical assessment of cardiovascular, pulmonary and gastrointestinal sounds and the analysis of patient monitor alarms.
- Vision - Acute visual skills are necessary to read, manage medical records, and operate office equipment.

c. Background Check and Drug Screening (Drug and Background expires in 1 year.)

- This requirement applies to all Health Sciences and Human Services students that attend clinical in a contracted facility as part of the educational requirement for their degree or certificate.
- Upon acceptance into a program with a clinical requirement, students will be required to obtain a criminal background check and drug test. The HSHS Division will provide guidelines to the student on how to apply for their background check/drug test and the cost.
- Students will be given a deadline date by which the background check/drug test results must be submitted to the MLT Program Assistant.
- Students who do not complete a background check/drug test by the deadline date will not be allowed to register for classes.
- Students who have a recorded offense/arrest and are still on probation will not be allowed to enroll in a program with a clinical requirement.
- Students may re-apply to the program when probation is complete.
- In the event a student withdraws from a program with a clinical requirement, the background check/drug test must be repeated upon re-entry into the program if out of the program for longer than 6 months or one semester.
- This policy applies to all facilities held to the Joint Commission standards. Other non-Joint Commission facilities may require similar background checks. Individual programs will comply as needed.
- A student who abuses drugs (prescription or non-prescription) or alcohol or has an emotional illness may become a danger to self and jeopardize the safety and well-being of patients, peers, and staff. It is the responsibility of the student who suffers from any of these diseases to

seek voluntary diagnosis and treatment. If left untreated, this could lead to disciplinary action and may prevent licensure in California.

- The Student Health Center can provide accurate information regarding treatment centers. A faculty member has the responsibility and authority to take immediate corrective action regarding student conduct and performance in the classroom or clinical setting if a student is impaired due to drugs or emotional illness.
- Students suspected of impairment will be removed immediately from the classroom or clinical setting. The student will be dismissed from all class activities at that time and referred to the Dean of Health Sciences and Human Services for further action. It is recognized that the nature of these illnesses requires extensive and thorough rehabilitation. Therefore, reinstatement would be considered only after documentation of aggressive, continuous rehabilitation and recommendation from a physician indicating satisfactory health status.
- The MLT Department is subject to the Saddleback College policy regarding drug and alcohol abuse by students. A student will be dismissed from the program if he/she is deemed unsafe to practice. Students are advised to read the Saddleback College policies governing student rights and responsibilities in the College catalog. Every attempt will be made to help a student find appropriate agencies to help in rehabilitation. Crisis counseling is available in the Student Health and Wellness Center.

Backgrounds – Student Admission and Continuation

Having a felony/misdemeanor conviction may preclude an applicant from beginning or a student from continuing in the program due to the inability to participate in the off-site educational component of the program, which is a condition of our affiliation agreements.

Please be advised that: The California Department of Public Health/ Laboratory Field Services CPT-1 (Certified Phlebotomy Technician -1) application ask questions regarding past felony convictions. Therefore, it is important to disclose any pertinent felony information prior to registration.

Background Check Procedure

The Division of Health Sciences will designate an approved vendor(s) to conduct criminal background checks, or the educational affiliate site as outlined in the agreement shall designate. All issues reported from the vendor(s) will be directed to the appropriate designee in the HSHS Division office or the appropriate personnel at the educational affiliate site who shall maintain student confidentiality per FERPA and California privacy law.

Results from vendors other than those designated by the Division of Health Sciences to conduct criminal background checks will not be accepted. Applicants / students must contact the designated vendor(s) and comply with instructions for authorizing and obtaining criminal background checks.

Report Results

Negative Criminal Background Checks: The names of all applicants and current students with negative criminal background checks will be forwarded to the assigned designee in the Division of Health Sciences and Human Services with the date of the criminal background check. No further

action by the applicant/student or Division is required. Background information is sensitive, and only authorized personnel have access to records.

Affirmative Duty to Disclose

Students who have completed a background through Saddleback processes and who have been accepted into a program and will be placed at an off-site affiliate have an affirmative duty to disclose any changes to their backgrounds. This includes any charges that are above a misdemeanor traffic citation. The student must report to the chair and assistant dean or dean within 24 hours of an incident. This policy shall be in all program handbooks along with the policies on placement requirements.

If it is made known to them by a student, directors/chairs must report any violations on a student's record to the Dean or Assistant Dean for review. Current felony/misdemeanor convictions shall be made known within 24 hours of the conviction as evidenced by court documentation to the Dean or Assistant Dean of Health Sciences and Human Services.

The Assistant Dean or Dean (or designee) shall meet with the student within two business days.

Positive Criminal Background Checks

Any applicant/student whose report indicates a positive result in their criminal background check will receive notification by email and certified letter from the HSHS Division office within seven (7) business days. Applicants/students are required within seven (7) business days of the emailed notification to schedule a time to discuss the findings with the Assistant Dean or Dean/designee with the HSHS Division. Following that meeting, the applicant/student will be notified of the decision within seven (7) business days regarding whether the applicant/student may continue or begin the program or be dismissed from the program in which they are enrolled. Any variation of this policy must be approved in advance by the assistant dean or dean Application Procedures

- d. Liability Insurance (<https://www.hpsso.com>) **(HPSO Insurance expires in 1 year.)**
- e. Basic Life Support **(BLS expires in 2 years.)**

Each student has the responsibility to become certified in basic life support for healthcare providers (CPR) by the beginning of the program. It is also the student's responsibility to renew the certificate and maintain its currency annually throughout the course of the program. (BLS card through the American Heart Association **only.**)

- We offer the class at Saddleback College titled HSC 222- Basic Life Support/CPR for Health Care Providers. You may also take it at a 3rd party site. We suggest [Lifeline CPR](#)
 - **Please submit a copy of your BLS card to the MLT Program Assistant.**
- f. Professional Behaviors Release
- g. Pregnancy Clearance (as applicable)

Upon confirmation of pregnancy, it is required that the student provide the estimated date of delivery calculated by her health care provider and bring a Medical Clearance form signed (in

handbook) by her licensed health care provider outlining the student's ability to participate in clinical activities as well as timeline for these activities. Any restrictions should be identified by the licensed health care provider in writing and submitted to the individual instructor. After delivery and before returning to class and clinical experiences, it is required that the student present another Medical Clearance Form (obtain from MLT Program Assistant) signed by her licensed health care provider giving approval to resume activities, specifying any restrictions.

h. COVID Compliance

California Department of Public Health requires students who are placed at healthcare facilities and are working to be fully immunized or have a signed declination and must be in full compliance with the [Order](#) by September 30, 2021. Students who are placed at facilities that allow declinations must complete the religious declination form or contact [DSPS](#) and engage in the interactive process for an accommodation. Students who have a medical declination shall be referred to Saddleback DSPS and not submit a declination form to the office.

Two-dose vaccines include: Pfizer-BioNTech or Moderna or vaccine authorized by the World Health Organization. The one-dose vaccine is: Johnson and Johnson [J&J]/Janssen. All COVID-19 vaccines that are currently authorized for emergency use can be found at the following links:

- By the US Food and Drug Administration (FDA), are listed at the [FDA COVID-19 Vaccines webpage](#).
- By the World Health Organization (WHO), are listed at the [WHO COVID-19 Vaccines webpage](#).

In addition to these requirements, clinical affiliate sites may have their own specific on-boarding requirements. You will be notified by the course instructor and/or the program director if there are specific on-boarding requirements.

Students who have completed MLT 410NC and MLT 411NC more than 2 terms prior to clinical placement will be required to take an in-person written content exam and an in-person skills assessment before being admitted into the program and placed at a training site. Students shall demonstrate that they have maintained the theoretical and practical skills learned in the MLT courses.

Clinical Placement Policy and Procedures

1. All students who are registered for the MLT 413NC course and have completed all of the pre-clinical requirements (college and clinical site) will be placed at available training opportunities at affiliated clinical sites. Please be advised that clinical site placement is not guaranteed for all students. The Saddleback College Clinical Lab Assistant/Phlebotomy Program is not obligated to place any student at any clinical site. Due to limitations in clinical training capacity, students may be advised to drop the course and re-take the course the next semester when clinical sites become available.
2. Students are placed in clinical training ONLY after mutual agreement between the appropriate clinical site personnel, the course instructor, and the student.
3. Students may not directly contact any of the program's affiliated clinical sites to inquire about training opportunities. Coordination of clinical placement is done by the course instructor and/or the Program Director who serves as the liaison between the College and the clinical sites.
4. Students who are placed for clinical site training must be registered MLT 413NC before beginning the training. No student training is allowed during the following times: in between semesters (after the

semester officially ends and before the next one begins), before registration for practicum courses, and when the student is no longer a Saddleback College student. Students may not train during the official school holidays and breaks, unless given approval by the clinical sites.

- The clinical site makes the final decision on student training hours, with approval from the course instructor, and/or the MLT Program Director. Students are not allowed to negotiate with the clinical site their clinical training hours. All such concerns for negotiating training hours must be discussed with the course instructor who serves as the liaison between the student and the clinical site. However, the clinical site makes the final decision on the training schedule, according to their training staff availability.

Tuition and Fees

Tuition charges and course fees are subject to change. If tuition increases, it usually occurs at the start of fall semester. Saddleback tuition is different for residents and nonresidents. The listed tuition and fees are based on the current academic year and are based on the minimum completion requirements of the program. Actual costs can vary based on the number of courses taken.

Tuition/Fees (CA Residents)	MLT Certificate (50 units)
Tuition @ \$46/Unit (Non-Credit Classes are Tuition Free)	\$0
Application Fee (non-refundable)	\$0
Book	\$120
Health Fee	\$26
Uniform: Shoes, Lab Coat, Etc. (Approximately)	\$150
Professional Practice Experience (PPE) Expenses	
-Medical Clearance and Immunizations	\$150-\$1000
-Student Medical Liability Insurance	\$28
-Background Investigation Fee, Drug Test, and Tracker	\$138
-CPR (BLS)	\$60
Phlebotomy Certification Exam & Licensure	\$230
Total (estimated)	\$420-1,420

Costs should not deter you from completing this program. Students in need of financial assistance should immediately contact Saddleback College [Financial Aid Office](#).

Certified Phlebotomy Technician Certification

Visit the <https://www.cdph.ca.gov/Programs/OSPHLD/LFS/Pages/Phlebotomist.aspx> website to learn about eligibility requirements for each credential, as well as important information about the exam process.

Professional Organizations

Student membership in one or more of these associations is encouraged to enhance your professional and personal growth.

ASCP- American Society of Clinical Pathologists. Upon certification, registrants retain “lifetime” certification through a Certification Maintenance Program (CMP). Registrants may become members and obtain the Journal LABMEDICINE™. Student membership is available and offers free registration in most education workshops.

For more information visit: www.ascp.org

ASCLS-The American Society for Clinical Laboratory Science is the national professional society dedicated to representing the profession of Medical Technology through improvement of the status of its members; promoting programs of continuing education; research and development; and advancing the ideals of Medical Technology. Membership provides a subscription to the Journal CLINICAL LABORATORY SCIENCE.

For more information visit: www.ascls.org

AMT- The American Medical Technologists is a professional society for health professionals. Students may join at a reduced rate and are entitled to receive the official publication of AMT, and AMT events.

For more information visit: www.amtl.com

Gifts Policy

The department has a policy of requesting that no gifts are given to faculty. If you feel you want to express your appreciation to your instructor, we encourage you to write a note to the faculty member.

Teach Out Plan

In the event that a catastrophic event that interrupts the college’s ability to operate the MLT/ Phlebotomy Program at Saddleback College, efforts will be made to teach the courses in an online format. Should the campus also become incapacitated, efforts will be made to accommodate teaching/ training at clinical affiliate sites. If a catastrophic event also halts the operation of the MLT/Phleb clinical affiliate sites, students will be placed at other functional clinical sites to complete the semester and their training requirements. In the event that the program closes, a plan will be developed to ensure that currently enrolled students in the program are allowed to complete.

POLICIES AND STANDARDS

Program Expectations and Time Management

- a. The individual instructor determines the weighting of the grades for homework, quizzes, exams, and other course requirements and the overall percentage considered as “P” or a “Pass” grade in the classes.
- b. Attendance and completion of hours are MANDATORY. Please consult your course syllabus for more information about absences and make-up hours, if any.
- c. Policies on make-up exams and late homework are left to the instructor’s discretion. Consult the course syllabus for more information on these policies.
- d. It is expected that for every 1-unit course, students are expected to set aside time at least 3 hours per week to study outside of class. Therefore, for a class that is 5 units, you are expected to study outside of class for at least 15 hours per week. It will be important to create consistent schedules for study time in addition to personal and professional obligations during the week. One of the ways to maintain consistent schedules is for students to participate in study groups with classmates. Such study groups can help students feel a sense of belonging to a learning community that helps them be accountable to their group and their dedicated study time for the courses.
- e. Students are required to register and complete the MLT 412NC and MLT 413NC courses concurrently. This means that students must complete both classes in one semester.

Clinical Rotations and Time Management

Students are expected to participate in clinical rotations at off-campus sites or clinical affiliate laboratories. The final decision on the clinical practicum training schedule is made by the clinical practicum site. The sites determine the final schedules based on the availability of qualified preceptors to train students. Therefore, students are discouraged from modifying and/or negotiating the training schedule with the clinical site. All questions and concerns regarding schedules must be sent to the clinical practicum instructor and/or department chair. Students must remember that they are not employees of the clinical sites; they are guests and should remember to connect with the clinical practicum instructor/ department chair first for any concerns about their clinical practicum.

The time commitment, rigor, and expectations in the Clinical Lab Assistant/ Phlebotomy program can become obstacles to students who decide to have a full-time job during the clinical training semesters. The program does not recommend that students hold a full-time job while enrolled in the Phlebotomy courses. Students who need financial assistance should consult with the [College Financial Aid Office](#).

Essential Functions of the Medical Laboratory Technician*

Technical Standards are the essential non-academic requirements of the program that a student must be able to perform to successfully participate in the Phlebotomy program and become employable. For individuals

with documented disabilities, reasonable accommodation will be provided on an individual basis but will need to be able to perform these tasks independently. Program participants will not be discriminated based upon race, creed, color, gender, age, marital status, national origin, or physical or mental disability, providing mandatory standards can be met.

Visual Skills

A student in the Clinical Lab Assistant/Phleb program must possess sufficient visual skills to accurately perform phlebotomy and other clinical lab assistant tasks

- Read written instructions.
- Distinguish between the different types of blood drawing equipment and consumables used in phlebotomy
- Differentiate the blood draw tubes.
- Be able to easily distinguish between numbers (computer screen and printed).

Motor Function

A student in the clinical lab assistant/phlebotomy program must possess adequate movement skills to perform a variety of laboratory assays, including the ability to:

- Move safely and freely in the laboratory.
- Perform moderately difficult and repetitive tasks continuously, often with prolonged sitting or standing over the course of several hours.
- Perform phlebotomy and other non-blood specimen collection from patients safely.
- Operate blood collection devices during blood specimen collection
- Navigate the laboratory information systems (LIS) to input patient information and report results.

Cognitive Skills

A student in the clinical lab assistant/phlebotomy program must possess intellectual skills that enable him/her to:

- Comprehend written procedures, measure, problem solve, perform mathematical calculations, reason, integrate, and analyze information.
- Utilize judgment and reasoning skills to recognize, evaluate, and troubleshoot errors as they occur.
- Retain a sequence of steps and go through a sequence of steps unassisted.

Communication Skills

A student in the clinical lab assistant/ phlebotomy program must be able to:

- Read, write, and communicate by using the English language effectively.
- Effectively interface with customers, co-workers, physicians, and administrators: practice good hospitality habits and communication skills.
- Prioritize actions during an emergency, seek needed assistance and attempt to prevent undesirable secondary effects.

Affective or Behavioral Requirements

The student must be able to:

- Demonstrate time management skills to prioritize and complete tasks within realistic constraints.
- Demonstrate stress management skills to adapt to uncertain situations such as ambiguous test ordering, emergent demands-"stat" test orders, distracting environment-high noise levels, crowding, complex visual stimuli.
- Work with biological samples.
- Maintain honest behavior at all times.
- Respect patients, peers, and faculty.
- Comply with established professional ethics.
- Accept responsibility for your own actions.
- Remain receptive to change.
- React to life threatening situations in an appropriate manner and according to established policies and procedures.
- React WITHOUT impulsiveness, belligerence, and argumentative or intrusive behavior.

(*Used with permission from De Anza College, MLT Program Director Debbie Warner)

Ethics of the Profession

The Code of Ethics of the American Society for Clinical Laboratory Science sets forth the principles and standards by which Medical Laboratory Professionals and students admitted to professional education programs practice their profession. See [ASCLS Code of Ethics](#)

I. Duty to the Patient

Medical Laboratory Professionals' primary duty is to the patient, placing the welfare of the patient above their own needs and desires and ensuring that each patient receives the highest quality of care according to current standards of practice. High quality laboratory services are safe, effective, efficient, timely, equitable, and patient-centered. Medical Laboratory Professionals work with all patients and all patient samples without regard to disease state, ethnicity, race, religion, or sexual orientation. Medical Laboratory Professionals prevent and avoid conflicts of interest that undermine the best interests of patients.

Medical Laboratory Professionals are accountable for the quality and integrity of the laboratory services they provide. This obligation includes maintaining the highest level of individual competence as patient needs change yet practicing within the limits of their level of practice. Medical Laboratory Professionals exercise sound judgment in all aspects of laboratory services they provide. Furthermore, Medical Laboratory Professionals safeguard patients from others' incompetent or illegal practice through identification and appropriate reporting of instances where the integrity and high quality of laboratory services have been breached.

Medical Laboratory Professionals maintain strict confidentiality of patient information and test results. They safeguard the dignity and privacy of patients and provide accurate information to patients and other health care professionals. Medical Laboratory Professionals respect patients' rights to make decisions regarding their own medical care.

II. Duty to Colleagues and the Profession

Medical Laboratory Professionals uphold the dignity and respect of the profession and maintain a reputation of honesty, integrity, competence, and reliability. Medical Laboratory Professionals contribute to

the advancement of the profession by improving and disseminating the body of knowledge, adopting scientific advances that benefit the patient, maintaining high standards of practice and education, and seeking fair socioeconomic working conditions for members of the profession.

Medical Laboratory Professionals accept the responsibility to establish the qualifications for entry to the profession, to implement those qualifications through participation in licensing and certification programs, to uphold those qualifications in hiring practices, and to recruit and educate students in accredited programs to achieve those qualifications.

Medical Laboratory Professionals establish cooperative, honest, and respectful working relationships within the clinical laboratory and with all members of the healthcare team with the primary objective of ensuring a high standard of care for the patients they serve.

III. Duty to Society

As practitioners of an autonomous profession, Medical Laboratory Professionals have the responsibility to contribute from their sphere of professional competence to the general well-being of society. Medical Laboratory Professionals serve as patient advocates. They apply their expertise to improve patient healthcare outcomes by eliminating barriers to access to laboratory services and promoting equitable distribution of healthcare resources.

Medical Laboratory Professionals comply with relevant laws and regulations pertaining to the practice of Clinical Laboratory Science and actively seek, to change those laws and regulations that do not meet the high standards of care and practice.

Pledge to the Profession

As a Medical Laboratory Professional, I pledge to uphold my duty to Patients, the Profession and Society by:

- Placing patients' welfare above my own needs and desires.
- Ensuring that each patient receives care that is safe, effective, efficient, timely, equitable and patient-centered.
- Maintaining the dignity and respect for my profession.
- Promoting the advancement of my profession.
- Ensuring collegial relationships within the clinical laboratory and with other patient care providers.
- Improving access to laboratory services.
- Promoting equitable distribution of healthcare resources.
- Complying with laws and regulations and protecting patients from others' incompetent or illegal practice
- Changing conditions where necessary to advance the best interests of patients.

Patient Confidentiality and HIPAA Compliance Policy

The MLT/Phlebotomy Program and its clinical affiliates adhere to patient confidentiality guidelines and the Health Information Portability and Accountability Act (HIPAA). [CDC/NHSN HIPAA Privacy Rule](#)

Keeping up with the HIPAA regulations is essential for any physician office. Failure to comply can end up being extremely costly – the [HIPAA violation](#) fines range from \$100 to over \$4 million.

Complying with the HIPAA, though, is not particularly easy. The regulations are always changing, so you need to be always up to date to make sure that you do not accidentally end up racking in millions of fines.

To help you stay compliant, we are going to go through some of the most common HIPAA violation examples (and how to avoid them).

What is a HIPAA Violation?

The Health Insurance Portability and Accountability, or HIPAA, violations happen when the acquisition, access, use or disclosure of Protected Health Information (PHI) is done in a way that results in a significant personal risk for the patient.

Examples of PHI include but are not limited to:

- a. Patient names
- b. Geographic subdivision smaller than a state
- c. Dates including birthdate, admission date, discharge date, date of death, and all ages
- d. Telephone numbers
- e. Fax numbers
- f. Electronic mail or email addresses
- g. Social security numbers
- h. Medical Record Numbers
- i. Health plan beneficiary numbers
- j. Account numbers
- k. Certificate/ license numbers
- l. Vehicle identifiers and serial numbers, including license plate numbers
- m. Device identifiers and serial numbers
- n. Web Universal Resource Locator (URL)
- o. Biometric Identifiers, including finger or voice prints
- p. Full face photographic images and any comparable images
- q. Internet Protocol (IP) address numbers
- r. Any other unique identifying number characteristic or code

The regulation concerns everyone that works with PHI. This includes:

- a. Health plans
- b. Health care clearinghouses
- c. Health care providers who transmit claims in electronic form
- d. Medicare prescription drug card sponsors
- e. Business associates (individual or entity that performs any function that involves PHI)

How Much do HIPAA Violations Cost?

There are two types of HIPAA violations – civil or criminal. Each type of violation has a different fine structure.

1. Civil HIPAA Penalty

Civil penalties are given out if the individuals committing the violation did so without any malicious intent, i.e., they were either neglectful or unaware that their actions were wrong.

The penalties in such a case are as follows:

- a. If the individual was not aware that they were committing a HIPAA violation, they are fined \$100 per violation.
- b. If the individual had reasonable cause for their actions and did not act with willful neglect, they are fined a minimum of \$1,000.
- c. If the individual was acting with willful neglect, but then fixed the issue, they are fined a minimum of \$10,000 per violation.
- d. If the individual was acting with willful neglect and did not fix the issue, they are fined a minimum of \$50,000 per violation.

2. Criminal HIPAA Penalty

- a. If the individuals committing the violation did so with a malicious intent, the violation leads to criminal penalties (which is significantly harsher).
- b. The penalties in such cases are...
- c. If the individual knowingly obtains and discloses PHI, they can get fined up to \$50,000 and jailed for up to a year.
- d. If the individual commits violations under false pretenses, they can be fined up to \$100,000 and jailed for up to 5 years.
- e. If the individual commits the violation for personal gain (i.e., sells PHI or uses it to harm the patient), they can get fined up to \$250,000 and jailed for up to 10 years.

Most Common HIPAA Violation Examples

1. Lack of Encryption
2. Getting Hacked OR Phished

You are wondering, "what can hackers do with PHIs, anyway?" Well, there are two types of potential hacks.

- a. The hackers are selling the data to a 3rd party organization that would somehow benefit from the information
 - b. The hackers are using ransomware. Meaning, they take over the data & threaten to delete everything unless they get paid. In 2016, a hospital in LA had to pay off the hackers around \$17,000 to get access to their computer systems back.
3. Unauthorized Access

- a. Employees and students accessing data they are not authorized for is a common HIPAA violation.
- b. Even if they are accessing the information out of curiosity, it is still a violation and can result in both a fine & and information breach.

4. Loss or Theft of Devices

- a. One of the most common HIPAA violations is a result of lost company devices.
- b. In 2017, Lifespan mentioned in a news release that someone broke into an employee vehicle and stole their work laptop.
- c. The device was not password-protected, and the [personal information of over 20,000 patients](#) was not encrypted.
- d. The company did its best to fix the situation post-incident. There was, however, nothing they could do to prevent the information from being potentially misused.
- e. While it is impossible to prevent your devices being stolen with a 100% certainty, it is simple enough to avoid the information leak by using encryption to safeguard the data. So even if the device gets stolen, the thieves will not be able to access the PHI.

5. Sharing Information

- a. Any confidential information, PHI included, should be on a need-to-know basis. While it might seem harmless to share discuss cases with colleagues, it might end up resulting in information leaks or lawsuits. Do not discuss PHI in a public place such as hallways, elevators, or the cafeteria.
- b. Make sure that all the essential information is shared behind closed doors and only with the authorized personnel. Even casually sharing patient information with family members can result in a HIPAA violation. Do not share PHI or any patient information with your spouse and/or family members.

6. Disposal of PHI

- a. It is important to properly dispose of any unneeded PHI information.
- b. This can apply to both physical documents and digital files. If someone forgets a document on a table somewhere or leaves patient information on their desktop, it might end up getting into the wrong hands (and hence, resulting in a HIPAA violation).
- c. The best practice here is to either store the information in a secure location or delete/shred it if the document itself is of no more use.

7. Accessing PHI from Unsecured Location

Do not leave the clinical site with any patient paperwork containing PHI from the laboratory/hospital/ clinical site for ANY reason.

Reference [InspiredeLearning.com](https://www.inspirelearning.com)

Classroom/Online Conversations

It is expected that students will demonstrate respect, courtesy, and professional behavior during on-campus and online class meetings.

Students are strongly discouraged from using profanities, racist slurs/expression/comments, vulgar, rude, and offensive language. Such behaviors may be grounds for dismissal from the MLT program.

Students are expected to follow the communication chain, accordingly, should issues arise in the online or on-campus classrooms:

1. Students must communicate their concerns with the specific course instructor. It is recommended that students email their instructors so that communication is documented.
2. If a resolution is not reached with the course instructor, students must communicate their concerns with the MLT Program Director/Department Chair. It is recommended that students email the MLT Program Director/Dept Chair to document the communication.
3. If a resolution is not reached with the MLT Dept Chair, students must then communicate their concerns with the HSHS Dean. It is recommended that the students email the Dean to document the communication.

Students are expected to discuss their concerns with their instructor and avoid discussing these concerns with another instructor.

It is considered unprofessional when students discuss their evaluations of the instructor's teaching style and their concerns with another instructor. Instructors are not allowed to discuss other students' performance with another student.

Students are expected to maintain professionalism when interacting with their classmates, avoiding gossip and rumors.

Clinical Site Communications

1. Students are expected to demonstrate professionalism when communicating with their preceptors and staff members at the clinical site.
2. When addressing clinical preceptors and clinical site staff, be sure to use their appropriate titles. For example, address Dr. Jim Johnson as Dr. Johnson. Avoid using their first name only.
3. Be courteous when speaking with clinical staff and personnel. Avoid profanities, racist slurs/expression/comments, vulgar, rude, and offensive language. Such behaviors may be grounds for dismissal from the MLT program.
4. Students are expected to communicate clinical training concerns with the clinical preceptor and the course instructor. Avoid gossiping with other staff members about training concerns and/or personal

issues with preceptors and other staff members. Discuss resolving the issues with the clinical preceptor and the course instructor.

5. While students are at the clinical sites to learn, they are not employed by the clinical site; they are guests there. Therefore, they do not have the same “rights” as the employees at the site. Should any training/ personal issues arise, students are expected to communicate with the course instructor and/or the program director.

Social Media and Use of Technology

Saddleback College MLT/Clinical Lab Asst and Phlebotomy Program is committed to protecting the health information of every client with whom a student comes in contact, as well as the education information of every student. Distribution of sensitive and confidential information is protected under HIPAA whether discussed through traditional communication channels, technology or through social media. The MLT department at Saddleback College supports the appropriate use of social media and technology, thereby recognizing that connecting, collaborating, and communicating with the learning community are important for professional growth. The department acknowledges the value of sharing and communicating one’s opinion and supports such communication between students and faculty.

The MLT program also requires that students check their Saddleback College email and learning management system regularly. Email correspondence must be through a Saddleback College email account. Cell phone use is also a part of technology that is regulated within the program. Future employers often review social networking sites when considering potential candidates for employment. No privatization measure is perfect. Information can "live on" beyond its removal from the original website and continue to circulate in other venues. The internet may be searched periodically for breaches of confidentiality. The student must follow the clinical agency’s policy regarding the use of laptops, tablets, or other electronic devices.

In the professional role, MLT/ Clin Lab Assistant and Phlebotomy students are discouraged to:

1. exchange personal information, of any kind, between you and a patient,
2. present the personal health information of any individual on ANY social site. Removal of an individual's name does not constitute proper de-identification of protected health information. Inclusion of data such as age, gender, race, diagnosis, date of evaluation, or type of treatment or the use of a medical photograph may still allow the reader to recognize the identity of a specific individual,
3. post or discuss clinical information or experiences containing PHI of patients with use of technology or on any internet social media site. Examples include, but are not limited to the following:
 - blogging
 - podcasting
 - social networking
 - social news sharing
 - social bookmarking/social tagging
 - photo/video hosting
4. present yourself as an official representative or spokesperson for the Saddleback College MLT/ Phlebotomy Department,

5. utilize websites and/or applications in a manner that interferes with the student's clinical commitments,
6. discuss any information regarding exams or quizzes in an electronic format or in social media,
7. display language or photographs that imply disrespect for any individual or group because of age, race, gender, ethnicity, religious beliefs, or sexual identity, and
8. present information that may be interpreted as condoning irresponsible use of alcohol, substances, or sexual promiscuity.

Any student who violates the Social Media and Use of Technology Policy will meet with the MLT program director to determine disciplinary actions and further eligibility in the program, and may be subject to disciplinary actions by the clinical site, and/or Saddleback College. Students are legally responsible for anything posted through use of technology or in social media forums. Individuals should make every effort to present themselves in a mature, responsible, and professional manner. Discourse should always be civil and respectful. MLT students are preparing for a profession which provides services to the public and expects high standards of behavior and professional communication. Students need to remember that their online presence should reflect them as a professional. Everyone has the sole responsibility for what they post. Caution should always be used to protect privacy and all confidential information.

Unauthorized Recording

The use by any person, including a student, of any electronic listening or recording device in any classroom without the prior consent of the instructor is prohibited, except as necessary to provide reasonable auxiliary aids and academic adjustments to disabled students. Any person, other than a student who willfully violates this section shall be guilty of a misdemeanor.

Student Conduct

Students shall respect the right of all members of the college community to teach and learn in a safe and academically stimulating environment. The Board of Trustees or District's Administration shall hold students responsible for observing the student conduct rules and regulations of this policy. See [CA Education Code Section 66300, 66301 Accreditation Standard I, C8 and 10](#)

Requirements for student conduct are set forth in the California Education Code, Title 5 of the California Code of Regulations, policies of the Board of Trustees, and in the California Penal Code.

These regulations have been established pursuant to Board Policy 5401 and are intended to be consistent with California law. See [Administrative Board Policy 5401](#)

Students may be disciplined for one or more of the following causes related to college activity or attendance:

- A. Disruptive behavior, willful disobedience, habitual profanity or vulgarity, or the open defiance of the authority of, district personnel.
- B. Assault, battery, or any threat of force or violence upon a student, district personnel, or an authorized visitor.

- C. Willful misconduct resulting in injury or death to student or district personnel or an authorized visitor, or willful misconduct resulting in damage, defacing, theft, or other injury to any real or personal property owned by the District, or district personnel, or students in attendance at the colleges or programs of the District.
- D. Unsafe behavior in a clinical or lab setting that poses a threat to self or others.
- E. The unlawful use, sale, or possession on district property or presence on district property while under the influence of any controlled substance or any poison classified as such by state or federal law.
- F. Smoking in an area where smoking has been prohibited by law or by policy of the Board of Trustees or administrative regulation.
- G. Disorderly, lewd, indecent, or obscene conduct on district property or at district sponsored functions.
- H. Sexual assault (as defined in Board Policy 5404) on any student or employee of the District, on campus or off-campus grounds or facilities maintained by the District.
- I. The possession or use of any firearms, explosives, dangerous chemicals, deadly weapons, or other potentially harmful implements or substances while on district property or at a district-sponsored function without the prior authorization of the disciplinary officer.
- J. The obstruction or disruption, on or off campus, of any educational or administrative process or function of the District.
- K. Physical abuse, on or off campus property, of the person or property of any member of the campus community or of members of his or her family or the threat of such physical abuse when related to a district program or activity.
- L. Misrepresentation of oneself or of an organization as an agent of the District.
- M. Soliciting or assisting another to do any act which would subject a student to discipline.
- N. Use, possession, or distribution of alcoholic beverages and/or illegal narcotics/drugs on district premises, or at district-sponsored events, or appearance on district property or at district sponsored events while under the influence of alcohol or illegal narcotics/drugs unless otherwise provided by law and district policy.
- O. Unauthorized recording, dissemination, and publication of academic presentations or materials. This prohibition applies to a recording made in any medium.
- P. Actions of force or threat of force to injure, intimidate, oppress, or threaten because of the other person's race, color, religion, ancestry, national origin, disability, gender, or sexual orientation, or because of the perception that the other person has one or more of these characteristics.
- Q. Contravention of Copyright Laws
- R. Violation of District Board Policies and Administrative Regulations
- S. Academic dishonesty, including, but not limited to falsification, plagiarism, cheating or fabrication, which compromises the integrity of an assignment, a college record, or a program:
 1. Falsification involves any conduct in academic work, records or programs that is intended to deceive, including, but not limited to, the following acts:
 - a. forging signatures on official documents such as admissions cards and financial aid applications.
 - b. changing or attempting to change official academic records without proper sanction.
 - c. misrepresenting or falsifying successful completion prerequisites.
 - d. providing false information, such as immigration materials, during the admission or matriculation process.
 - e. falsifying one's identification or falsely using another's identification.
 - f. logging in or otherwise gaining access to a computer, computer network or protected web site using the password or identity of another.

- g. citation of data or information not actually in the source indicated.
 - h. including in a reference list of works cited a text or other information source which was not used in constructing the essay, paper, or other academic exercise.
 - i. submission in a paper, lab report or other academic exercise of falsified, invented, or fictitious data or evidence, or deliberate and knowing concealment or distortion of the true nature, origin, or function of such data or evidence.
 - j. submitting as the student's own work any academic exercises (e.g., written work printing, sculpture, etc.) prepared totally or in part by another.
 - k. taking a test for someone else or permitting someone else to take a test for a student.
2. Plagiarism is any conduct in academic work or programs involving misrepresentation of someone else's words, ideas, or data as one's original work, including, but not limited to, the following:
- a. intentionally representing as one's own work the work, words, ideas or arrangement of ideas, research, formulae, diagrams, statistics, or evidence of another.
 - b. taking sole credit for ideas and/or written work that resulted from collaboration with others.
 - c. paraphrasing or quoting material without citing the source.
 - d. submitting as one's own a copy of or the actual work of another person, either in part or in entirety, without appropriate citation (e.g., term-paper mill or internet derived products).
 - e. sharing computer files and programs or written papers and then submitting individual copies of the results as one's own individual work.
 - f. submitting substantially the same material in more than one course without prior authorization from each instructor involved.
 - g. modifying another's work and representing it as one's own work.
3. Cheating is the use of any unauthorized materials, or information in academic work, records or programs, the intentional failure to follow express directives in academic work, records, or programs, and/or assisting others to do the same including, but not limited to, the following:
- a. knowingly procuring, providing, or accepting unauthorized examination materials or study aids.
 - b. completing, in part or in total, any examination or assignment for another person.
 - c. knowingly allowing any examination or assignment to be completed, in part or in total, for himself or herself by another (e.g., take-home exams or on-line assignments which have been completed by someone other than the student).
 - d. copying from another student's test, paper, lab report or other academic assignment.
 - e. copying another student's test answers.
 - f. copying, or allowing another student to copy, a computer file that contains another student's assignment, homework lab reports, or computer programs and submitting it, in part or in its entirety, as one's own.
 - g. using unauthorized sources of information such as crib sheets, answers stored in a calculator, or unauthorized electronic devices.
 - h. storing answers in electronic devices and allowing other students to use the information without the consent of the instructor.
 - i. employing aids excluded by the instructor in undertaking course work.
 - j. looking at another student's exam during a test.
 - k. using texts or other reference materials (including dictionaries) when not authorized to do so.

- l. knowingly gaining access to unauthorized data.
- m. altering graded class assignments or examinations and then resubmitting them for regrading or reconsideration without the knowledge and consent of the instructor.

Disciplinary Procedures

A request for disciplinary action may be initiated in writing by district employees. When there is a violation of the Student Code of Conduct, the following procedures will be followed:

1. If the conduct occurred in the classroom, the instructor may remove the student from his or her class for that day and the next class meeting if the student interfered with the instructional process. Removal must be reported to the disciplinary officer immediately. If the student is a threat to self or to others, the instructor must contact Campus Police immediately. If the student removed is a dependent minor, the instructor may request that the student's parent or guardian attend a parent conference regarding the removal. Upon removal of a student, the instructor will give the student verbal and/or written notice of the reasons for the removal.
 - a. The instructor, victim, or witness (es) will submit a written report on the appropriate form (i.e., Incident Report form) to the disciplinary officer. The report will include (a) date and time of the conduct, (b) location, (c) names of witnesses, and (d) a detailed explanation of the alleged misconduct.
 - b. If the incident involves a matter of academic dishonesty, the instructor will give notice to the student within ten days of the discovery of the alleged impropriety.
 - c. If the incident was not a matter of academic dishonesty, a meeting between the student and the disciplinary officer will be conducted as soon as possible. At this meeting, evidence of the alleged violation(s) will be presented to the student. The student will be advised of the potential consequences.
 - d. If the student elects not to attend this required meeting, the student waives his or her right to provide a response to the allegations.
 - e. The student may elect to drop the course in accordance with existing policies, but this action will not necessarily terminate the process outlined above.
2. If the conduct did not occur in the classroom, the district employee discovering the conduct will report the incident to the disciplinary officer and submit a written report on the appropriate form (i.e., Incident Report form). The report will include (a) date and time of the conduct, (b) location, (c) names of witnesses, and (d) a detailed explanation of the alleged misconduct.
3. When the report of alleged misconduct is sent to the disciplinary officer, the officer will evaluate the information to determine if it alleges a violation of the District's student conduct policy and/or regulations. If the disciplinary officer determines that the report supports such allegations, a meeting will be requested with the student to provide the student with an opportunity to respond to the allegations.
4. The disciplinary officer will review all documentation related to the case to decide if disciplinary action is required.

5. The disciplinary officer will send a notice by mail to the student charged with the violation. This notice will include a written explanation of the incident and the charges that have been made (i.e., the specific conduct involved, and the specific regulation(s) alleged to have been violated).
6. The disciplinary decision is final, and it is immediately in effect unless it involves termination of State and/or local financial aid, suspension, or recommendation of expulsion, in which case the student may appeal the decision to the Disciplinary Hearing Panel within ten days. In cases referred to the Panel by the disciplinary officer or in cases where the decision is appealed to the Panel, the procedures in Section V will be followed. The student may, in writing, accept the penalty of suspension or expulsion without further hearing and without admitting participation in the conduct charged.

Range of Disciplinary Actions

1. Verbal reprimand: A warning that the conduct is not acceptable.
2. Written reprimand: Becomes part of the student file for a minimum of five years or longer at the discretion of the disciplinary officer and is considered in the event of future violations.
3. Mental Health Clearance: Mental health clearance may be required before a student is readmitted to a particular class or allowed to be on district property. The campus chief administrative officer (or designee) must receive a letter from a licensed mental health professional stating that in his or her professional judgment, the student will no longer continue the behavior which gave rise to the disciplinary action or that the student's presence on campus is not a threat to himself or herself or others. The mental health professional must be licensed by the State of California. The student shall bear the cost and expense of obtaining mental health clearance.
4. Disciplinary Probation: A specific period of conditional participation in campus and academic affairs, which may involve any or all of the following:
 - a. Ineligibility for all student government roles.
 - b. Removal from any student government position.
 - c. Revocation of the privilege of participating in district and/or student- sponsored activities.
 - d. Ineligibility for membership on an athletic team.
 - e. Limitation of courses and/or instructors the student may take.
5. Suspension: The Board of Trustees or the disciplinary officer may suspend a student for cause as provided in Section III. Suspension may involve:
 - a. Removal from one or more classes for the remainder of the academic term.
 - b. Removal from all classes and activities of the District for one or more terms. During this time, the student may not be enrolled in any class or program within the District.
6. Expulsion: The Board of Trustees may expel a student for cause as provided in Section III when other means of correction fail to bring about proper conduct or when the presence of the student causes a continuing danger to the physical safety of the student or others. Expulsion will be accompanied by a hearing conducted by the Disciplinary Hearing Panel.

Disciplinary Hearing Panel for Suspension or Expulsion

If the disciplinary officer refers the case for a hearing with the Disciplinary Hearing Panel or the student appeals the disciplinary officer's decision to the Disciplinary Hearing Panel, the following process will be followed:

Notice Letter

The disciplinary officer will mail a written notice of the hearing to the student (and to the parent or guardian if the student is a dependent minor). This notice will include:

1. A statement of the charges. The statement will describe the specific facts alleged as a basis for violation of these regulations.
2. The time and place of the hearing.
3. Notification of the student's right to be accompanied and represented by an advocate. If the advocate is an attorney, the student must inform the disciplinary officer in writing of the name and address of the attorney at least five days before the time set for the commencement of the hearing. Failure to do so will constitute good cause of a continuance of the hearing.
4. Notification that the hearing body may consider the student's previous disciplinary and academic record.
5. Notification that the student may request that one of the members of the Disciplinary Hearing Panel be a student of the district. This request must be made in writing to the disciplinary officer at least five (5) days in advance of the hearing.
6. The notice letter may be amended at any time. If an amendment requires that the student prepare a substantially different defense, the disciplinary officer may postpone the hearing for a reasonable time, not to exceed ten days.
7. Prior to the hearing, the Disciplinary Hearing Panel will be given copies of these procedures. The disciplinary officer will select a chairperson. The chairperson will preside over the hearing and make any necessary procedural rulings.

The Hearing

1. Confidentiality: hearing will be closed and be kept confidential by all parties.
2. Security: appropriate security measures will be taken at the hearing by the campus police department.
3. Witnesses/Record of Hearing: witnesses will be excluded except when testifying. The District employee who was involved in or a witness to the incident will be invited to attend and participate in the hearing and may be present for the entire proceedings. The administration's representative and the student will be entitled to call and question witnesses. Panel members may ask questions at any time when recognized by the chairperson. With the concurrence of the panel, witnesses may be recalled and questioned by hearing participants. A record of the hearing will be kept for ten years.

4. Opening: The chairperson will call the hearing to order, introduce the participants, and announce the purpose of the hearing. An orderly hearing will be maintained, and disruptive participants will be ejected or excluded.
5. Charges: The chairperson will distribute copies of the charges to the members of the committee, read the charges aloud, and ask the student whether the charges have been received. If the response is affirmative, the hearing will proceed. If the response is negative, the administration may present evidence that the charges were duly served. The chairperson will decide to proceed with the hearing. In cases where a hearing does not proceed, a hearing will be rescheduled within ten days.
6. Burdens of Proof and Production of Evidence: The administration bears the burden of proving that each charge is true based on a preponderance of the evidence. The administration has the initial burden of producing evidence to prove each charge. The student may present evidence to refute the administration's charges. In the case of expulsion, any recommendation of the hearing panel must include a finding that other means of correction have failed to bring about proper conduct, or that the presence of the student causes a continuing danger to the physical safety of the student or others, and/or district property.
7. Arguments: Both the administration and student will be afforded an opportunity to present or waive an opening statement (i.e., the administration will outline the charges and the facts to be established). The student may reserve an opening statement until after administration has presented the case for the college. If the student charged does not appear, either in person or by representation, or should the student leave or be ejected during the hearing, the hearing will proceed, and the Panel will make its recommendation as though the student had been present.
8. Evidence: After the opening statements, the administration and the student will have the opportunity to call witnesses and present relevant evidence. Technical rules of evidence will not apply, but evidence may be admitted and given probative effect only when such evidence constitutes that which reasonable persons are accustomed to relying on in the conduct of serious affairs. Hearsay evidence is admissible, but may not, by itself, be used to support a finding of the panel. The Chairperson will make all rulings as to the conduct of the hearing and the admissibility of evidence. The Panel will not consider any arguments concerning the constitutionality or legal validity of campus regulations or statewide policy. In cases where the hearing involves a charge of sexual assault, the victim has the right to exclude past sexual history as part of the testimony unless such history is offered as evidence of the character or trait of character of the victim as described in California Evidence Code.
9. Deliberations: The administration and then the student will make closing arguments. Both may waive closing arguments. The panel will retire to deliberate. Deliberations will be limited to panel members. The panel will reach its decision based only on the record of the hearing and will not consider matters outside the record. The Hearing Panel may accept the disciplinary officer's recommendation, impose a lower sanction, or impose a higher sanction. Within two days after the hearing, the chairperson will notify the student of the Hearing Panel's disciplinary decision. This report will include the specific findings of fact concerning each charge and the disciplinary action supported by a majority vote of the panel.

10. Decision to Suspend. In the case of a decision to suspend, notice of the decision will be mailed to the student, placed on the student's district records, and copied to the disciplinary officer for enforcement of suspension decision. The decision may be appealed in writing to the college president only on the limited grounds as provided in Section VI. Hearing Panel decisions must be appealed within ten business days.

11. Recommendation to Expel. In the case of a recommendation to expel, notice of the recommendation shall be forwarded to the campus chief administrative officer or designee for recommendation to and final action by the Board of Trustees.
 - a. Within thirty calendar days of the recommendation to expel, the Board of Trustees will notify the student or parent in case of a dependent minor, of the Board's intent to conduct a closed session meeting to consider the recommendation for expulsion. Notification will be made by registered or certified mail or by special mail service. Within forty-eight hours of receipt of the notice, the student or parent of a dependent minor may request in writing that the hearing be held in public session. When a written request to have the matter heard in public session is served upon the Clerk or Secretary of the Board, the meeting will be conducted in public session, except in cases where the discussion conflicts with the right to privacy of another student. In such cases, the discussion will be conducted in a closed session.
 - b. The Board of Trustees may accept the recommendation to expel, impose a lesser sanction, or refer the matter back to the Hearing Panel for further consideration. Final action of the Board of Trustees will be taken at a public meeting but consist solely of a general announcement that a student, without being named, has been disciplined after a closed session vote taken with respect to the discipline.

Appeal Process

The student has the right to appeal the decision of the instructor or the disciplinary officer.

Appeal of an Academic Dishonesty Decision

1. The student has the right to file an appeal of a decision regarding academic dishonesty to the dean of the department or school in which the alleged dishonesty occurred. The appeal must be in writing and received by the dean within ten working days of the informal meeting with the instructor. A grade, however, is not a disciplinary action but an evaluation of work and is not subject to appeal except as provided in the grade grievance process as set forth in Board policy.
2. The dean may request that the instructor submit a written statement supporting his or her position.
3. Within thirty days of receipt of the request of appeal, the dean will arrange a meeting with the instructor and the student. If the instructor is no longer employed by the District, or is unavailable because of sabbatical or other leave, the dean will appoint another instructor in the same disciplinary area to assume the responsibilities of the instructor.

At the meeting, evidence of academic dishonesty will be presented, and every effort will be made to resolve the matter. In the absence of a resolution, the student may elect to follow the appropriate grievance or disciplinary appeal procedure as specified in Board policies and regulations.

Appeal of a Hearing Panel Decision to Suspend or Recommendation to Expel

The student may appeal a Hearing Panel decision in writing to the college president, within ten days of the decision/recommendation. The basis for the appeal will include evidence to support one or more of the following factors:

1. The decision lacks a substantial basis in fact to support the findings
2. There is substantial incongruity between the proposed sanction and findings
3. There is substantial unfairness in the proceedings which has deprived the student of a fair and impartial process; and/or
4. There is newly discovered critical evidence that despite due diligence on the part of the student, was not known at the time of the hearing.

The college president or the president's designee may decide the issue based solely on the written appeal. The decision will be made available to the student charged within ten days of receipt of appeal. The decision will be final except in the case of expulsion where final action will be taken by the Board of Trustees.

Grievance Policy (Formal and Informal)

Students who wish to file a grievance may follow due process guidelines found in the program's handbook (informal) and/or District AP 5530 (formal). The three scenarios described below trigger HSHS due process (See Figure 1.1)

Formal AP 5530

The District AP 5530 is the formal grievance process and is applicable District's enumerated issues (i.e., grades, student disciplinary actions). Students have the option to use the HSHS informal process before using the formal District process.

Program Formal Grievance Process

Student conduct may initiate sanctions and grievances processes that are not covered under the District AP 5530. This occurs when a student breaches the department policies and regulations (i.e., dismissals for patient safety violations, failures in the remediation processes, HIPAA violations, LOA breaches, re-admission denials and so on). The procedural due process outlined below ensures both fair and equitable outcomes for all health science students.

Dual Grievance Processes

Students should be aware that parallel processes for disciplinary matters can occur, and they must file appeals through both processes. For example, if a student is impaired and cannot perform safely at a clinical site, AP 5530 is triggered along with the program's policy (i.e., breach of behaviors at the clinical site, violation of patient safety). In such a case, a student could be dismissed from the program while also going through the District disciplinary process and receiving District related sanctions. In these cases, students may need to address the District disciplinary process and grievance procedures while also activating the HSHS grievance process for a program dismissal.

Deans, directors, and chairs will assist students when a separate grievance process occurs and how to proceed through the processes. The Health Sciences and Human Services guidelines outlined below are instituted to ensure students receive procedural due process ensuring both fair and equitable outcomes for all health science students.

Students have a right to continue in their educational progress. No student may be “dismissed” from a program unless the Assistant Dean or Dean have been notified and the student has been afforded due process. Notwithstanding that a student may be removed from a clinical site and fail the course, students may not be compelled to drop or withdraw a course.

Formal Grievance Process

1. Students who have a grievance should first address the issue with his/her faculty member within five (5) instructional days of when the event occurred or when the student became aware of the issue. The student must inform the director/chair/dean of a possible negative effect due to a five-day delay and ask for an expedited review. If additional time is necessary to complete a full investigation, the student will be informed.
2. The process may be accelerated due to exigent circumstances. The student, faculty, and/or director should inform all individuals if a fast-track process is needed and explicitly agree upon a timeline that will not irreparably harm the student’s progress in the program. All efforts should be made not to negatively impact a student’s progress if at all possible while the grievance process is occurring.
3. The faculty shall meet with the student within two (2) instructional days but no longer than ten (10) instructional days and respond to the student within two (2) instructional days but no longer than ten (10) instructional days unless the student would be irreparably harmed by a delay. If so, the student and the faculty shall consult with the program director/chair for guidance. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the program director/chair.
4. The program director/chair shall meet with the student within two (2) instructional days but no longer than ten (10) instructional days and respond to the student within two (2) instructional days unless the student is irreparably harmed by a delay. If so, the student and the program director shall consult with the dean for guidance. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the assistant dean. Appointments shall be coordinated through the senior administrative assistant, who will ensure due process has been followed and provide the student with a form to complete in advance of their meeting with the assistant dean.
5. The Assistant Dean shall meet with the student within five (5) instructional days and respond to the student within five (5) instructional days unless the student is irreparably harmed by a delay. If the student is not satisfied with the outcome, the student shall have two (2) instructional days but no longer than ten (10) instructional days to grieve to the Dean. Appointments shall be coordinated through the senior administrative assistant, who will provide the student with a form to complete in advance of their meeting with the Dean.
6. On the day of the scheduled meeting, the student will be asked to report 10-15 minutes prior to the scheduled meeting time and submit their completed form upon check-in. During this time, the dean will review the student’s written narrative of the factual events and the requested remedy during the first meeting. The dean shall conduct a complete thorough investigation and respond to the student within five (5) instructional days unless the student is irreparably harmed by a delay.

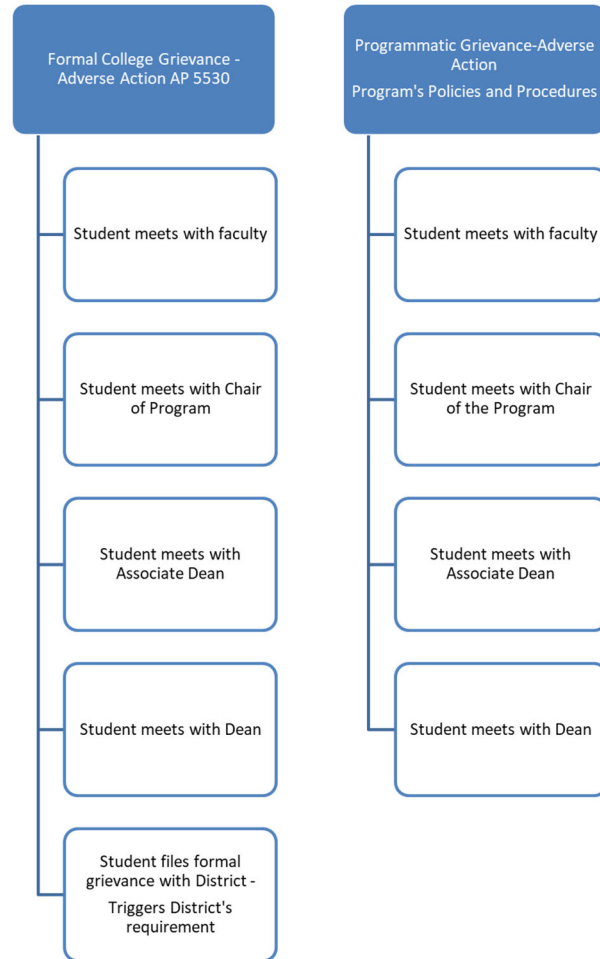
7. In the department formal process, the dean's decision is final.
8. In the informal AP 5530 process, if the student is not satisfied with the outcome, the student shall then proceed with the College's formal process found in AP 5530. Students shall be notified at every step in the informal AP 5530 process of the next step and the option to file a formal grievance.
9. The Division and Department due processes do not supersede any process or policy found in other District publications, policies, or procedures. District policies AP 5530 are primacy for all grade grievances. If conflicts occur, the District process shall supersede the Division process.
10. If a student perceives that he/she cannot discuss the matter with either the faculty member chair of director, the student must explain why in the written narrative to the assistant dean or dean.
11. This process is not used for any Title IV, IX, or ADA complaints. Students are recommended to reach out to the assistant dean or dean for guidance in these cases. These shall be fast-tracked, and the assistant dean or dean shall meet with the student within one business day.

Informal Grievance Process

If a program candidate or someone from the general public wishes to grieve or file a complaint, the following process will apply:

- If requested, the Assistant Dean shall meet with the individual within five (5) instructional days and respond to the individual within five (5) instructional days unless the delay causes irreparable harm. The individual must inform the assistant dean of a possible negative effect due to a five-day delay and ask for an expedited review. If additional time is necessary to complete a full investigation, the individual will be informed.
- Appointments shall be coordinated through the senior admin, who will provide the individual with a form to complete in advance of their meeting with the dean.
- On the day of the scheduled meeting, the individual complainant/grievant will be asked to report 10-15 minutes prior to the scheduled meeting time and submit their completed form upon check-in. During this time, the Dean will review the written narrative of the factual events and the requested remedy during the first meeting.
- If the individual is not satisfied with the outcome, the individual shall then proceed to meet with the dean. The dean shall confer with the assistant dean prior to the meeting. If the complainant/grievant is not satisfied with the dean's decision, he/she/they shall proceed with the College's formal process depending upon the issue.
- Alternately, if the individual wishes to remain anonymous, he/she/they may complete the form and email the document to schshs@saddleback.edu or drop it off to the Health Sciences and Human Services office located on the campus.

Figure 1.1 Dual Grievance Processes



Gender Equity Grievance Procedure

Saddleback College does not discriminate on the basis of handicap, sex, race, color, or national or ethnic origin in administration of (1) educational policies, (2) personnel practices, and (3) college programs. The college, by law, cannot engage in any such discriminatory activity. Complaint procedures exist for students, employees, and job applicants. Information can be obtained from the Office of Human Resources for job applicants and employees. The Office of Student Services maintains complaint procedure information for students. Any question regarding discrimination and sexual harassment may be directed to the Director of Human Resources. Any questions regarding the access of handicapped persons to programs and services should be directed to the 504/ADA Coordinator (referring to the Americans with Disabilities Act), Saddleback College, 28000 Marguerite Parkway, Mission Viejo, CA 92692 (949) 582-4535 or (949) 582-4566.

MLT/ Clinical Lab Assistant and Phlebotomy PROGRAM

STUDENT CODE OF CONDUCT AND EXPECTATIONS

Professional Attire and Appearance

In alignment with industry standards and clinical site policies, to maintain professionalism and to help assure safety, the following guidelines will be enforced in laboratory classes and directed clinical practice courses:

In the classroom laboratory and in the affiliate training site, students will be expected to wear the appropriate clothing for safety and the handling biohazardous materials. This includes laboratory coats, gloves, eye protection, and closed toed shoes that enclose the entire foot.

In addition, MLT/Clin Lab Assistant and Phlebotomy students are required to practice professionalism by adhering to the attire/ dress code on campus and at the clinical sites. Although you have a general right to express your individuality through the way you groom and dress, employers have a right not to place you if it does not conform to their dress code. Similarly, the organizations that are gracious enough to provide Saddleback College MLT students clinical experience have a right to refuse any student who dresses or appears in a manner that does not meet their standards. So, please use your common sense and reasonableness in your dressing and grooming practices.

Students should ask if there are questions regarding proper attire and appearance and discuss them with the academic program director or site manager.

1. The following are not allowed at the clinical sites and on campus, specifically in the MLT student labs for the student's safety:
 - a. Tank tops, leggings, and shorts or short skirts.
 - b. Flip flops, slippers, heels, open-toed shoes, and open-heeled shoes. (Non-skid shoes are strongly recommended.)
 - c. High top and partial heel, clog type shoes are not permitted.
 - d. Per OSHA guidelines, shoes must be clean, low heeled, rubber-soled with both the toes and heels enclosed.
2. At the clinical sites, students are required to observe the professional attire required.
 - a. Some sites may accept medical-style scrubs to wear. Be sure to consult with the clinical site and the practicum instructor first.
 - b. No jeans/T-shirts are allowed at the clinical sites.
3. Lab coats are required at the clinical site and the student lab on campus.
 - a. Lab coats must be buttoned all the way up to the first button.
 - b. Lab coat sleeves must cover your entire arms. They must not be rolled up.
 - c. Disposable lab coats will be provided by the site and on-campus. When the lab coats are visibly soiled with blood or ripped/have holes, please be sure to request a new one from your instructor or preceptor.

4. Picture ID approved by the MLT/Clinical Lab Assistant and Phlebotomy department must be worn above the waist, in clear vision, at all times in the laboratory and/or phlebotomy areas.
5. Tattoos must be completely covered, whenever possible.
6. No perfume or cologne is allowed.
7. Good hygiene is expected; this includes, but is not limited to, clean hair and the absence of body odor, halitosis and/or smoking odor. When applicable, compliance with assigned clinical agency's policies for students is required.
8. Appropriateness of uniform and/or appearance may be determined by the instructor.

Student/Faculty Conferences

MLT/ Phleb faculty maintain weekly office hours to consult with students, per the course syllabus.

Email/Phone Conversations

Official program communications via email will be sent via your Saddleback College email address only. No personal email addresses will be used by our program to send email to students. Therefore, students should avoid sending responses back via their personal email address. Be sure to synchronize your devices so that you can send email to both your Saddleback College email address and your personal email addresses.

The MLT/Phleb program expects that students demonstrate professionalism by sending respectful, courteous, and prompt responses via email and/or telephone conversations with other classmates, faculty, staff, clinical preceptors, and other College personnel. MLT/Phleb students represent the College and the MLT/Phleb Program. Most importantly, they are representing themselves.

When leaving voicemail, students must include their contact information and the date/time that they called.

Personal Cell Phone Use

1. Student cell phone use is not permitted in the laboratory testing areas, phlebotomy areas, and in patient care areas. Students may use their cell phones outside of these areas and only during breaks. If the cell phone is brought into the testing areas/patient rooms, it will be subject to contamination.
2. The following is never allowed during clinical time:
 - a. accessing any social media applications including, but not limited to:
 - Facebook, Twitter, Snapchat,
 - Instagram using the camera,
 - personal texting, and
 - personal calls. Personal calls may be made during breaks and mealtimes but only outside of patient care areas. Out of courtesy for others, personal voice calls must be conducted out of hearing range of other people.

3. At no time is the use of a cell phone permitted in or near a patient's room or other patient care areas.
4. Cell phone use during clinical is subject to preceptor supervision. Should a student misuse the cell phone during clinical, the following will occur:
 - a. first violation is a verbal warning or written warning
 - b. second violation is a written warning with:
 - possible elimination of cell phone during clinical and/or
 - possible clinical failure.
5. At all times, guidelines of the individual clinical agencies must be followed.
6. Cell phone use during lecture is limited to recording lecture or other activities per faculty guidelines.
7. Refer to HIPAA and confidentiality guidelines for further requirements.

Student Attendance Policy

Regular and timely attendance in the online-live classroom, on-campus labs, and clinical area is necessary for students to meet the stated objectives of each course. Additionally, regular attendance demonstrates professional behavior and responsibility (See also "Attendance Policy" in Saddleback College Catalog).

1. Absence may make it impossible for a student to meet course objectives and result in failure of the course. Any absence may require, at the instructor's discretion, a make-up assignment. Students who find it necessary to be absent from class or clinical lab are to notify the instructor/facility, prior to the beginning of class or lab, according to directions given by the course instructor.
2. Tardiness results in unsafe patient care due to lack of or abbreviated shift report. Students are considered tardy if they arrive later than the designated start time at the designated location as defined by each clinical instructor. At the discretion of the clinical faculty, the student may be sent home.
 - Three (3) episodes of tardiness will be counted as one (1) absence. Refer to course syllabus for tardy/attendance requirements in less than full semester courses.
3. Students are expected to attend all clinical days and all hours are documented in the Attendance Form provided in the course materials. The California Department of Public Health/ CDPH Laboratory Field Services require documentation of clinical hours, as prescribed in the curriculum. If the student is ill or has a family emergency the maximum absence time is as follows:
 - a. Students who miss up to 3 days and are not meeting the clinical objectives of the course, failure of the course may result. Students may also be referred to the MLT/Phleb program director for counseling.
 - b. All absences in the clinical setting must be documented and made up, according to the modified training schedule approved by the clinical site.
4. Due to policies, computers, safety issues and clinical expectations unique to each clinical setting, attendance on the first clinical day (orientation) and any other orientation requirements of each

rotation is mandatory. Failure to attend hospital orientation and/or mandatory computer training may result in dismissal from the program.

5. Students who are late for lectures or clinical may be dismissed for the day at the discretion of the instructor.

Students are not to leave the clinical facility during clinical hours. Disciplinary actions will occur if a student leaves the clinical site for any reason without notifying the instructor and on-site preceptor. Exceptions, such as: field trips, skills or simulation labs, or specialized clinical experiences will be clarified by the instructor.

Student Illness or Injury

For the protection of students, patients, clinical personnel, and faculty, the following must be adhered to:

1. Injury in the classroom or clinical setting must be reported immediately to the on-site preceptor and course instructor to facilitate completion of medical care and necessary forms. These forms will be submitted to the Saddleback College Risk Management Department.
2. A student may be required to submit a medical release from a licensed health care provider that states the student may return to school without limitations or restrictions.
3. A student with a cast, crutch, cane, splint, sling, or condition/device that impairs mobility or creates an unsafe environment will not be allowed in the clinical area. Written medical clearance and a completed Saddleback College Nursing Medical Release with advisory statement will be required before returning to the clinical area.
4. Upon confirmation of pregnancy, the student must immediately:
 - provide the estimated date of delivery calculated by her health care provider,
 - submit a medical release form (see attached) from her health care provider outlining the student's ability to participate in clinical activities as well as a timeline for these activities,
 - comply with the policies and procedures of the clinical agency to which she is assigned
 - observe pregnancy precautions while in the clinical area according to agency policy,
 - self- monitor for pregnancy related health issues, and
 - notify the nursing program director of any change in student's health status
5. A student must be physically and emotionally able to meet the objectives of the course in any instructional setting.
6. Students with acute or chronic illnesses that require use of prescribed medications may be allowed in the clinical setting. Students who are impaired by the use of these medications will be sent home.
7. Students who are ill or exhibit signs of excessive fatigue and/or emotional instability during the clinical day may be sent home at the discretion of the instructor.
8. If a student requires medical clearance to return to lecture or clinical, they must have a licensed medical provider fill out the medical release by initialing each activity and signing the last page. Once the medical release is completed, the student must turn in the release to their clinical instructor, theory/lecture instructor and the director of the MLT program within 24 hours of returning to clinical.

Impaired MLT/Phlebotomy Students

An impaired student is one who abuses substances such as, but not limited to, prescription and over-the-counter drugs, CNS depressants, narcotics, illicit drugs, alcohol, and other chemicals.

1. Impairment may result in disciplinary action or the inability to be licensed in the State of California.
2. Students suspected of being under the influence of any substance will not be allowed in the clinical setting. Students may also be requested to leave lectures at the instructor's discretion. Any student suspected of being impaired may be required to find alternative transportation from the site. A student excluded from class or clinical must report to the MLT program director or designee. Students may not return to class or clinical until authorized to do so by the director or designee. At the conclusion of this meeting, any student deemed to have a probable substance abuse problem may be dropped from the MLT course and/or program. The director or designee may refer the student to the Vice President of Student Services.
3. Students dropped from the MLT program under this policy may be considered for reentry, but it is not guaranteed. The following guidelines are used when considering readmission:
 - a. furnish evidence of participation in a recovery or rehabilitation program for a minimum of 6 months,
 - b. contract to continue active participation in a recovery program and remain clean and/or sober, and
 - c. submit a petition for readmission to the Dean of Health Sciences and Human Services and the Vice President of Student Services.
4. Readmission is on a space available basis. Once readmitted, continuation in the MLT program is dependent upon maintaining sobriety and/or remaining drug free.

Emotional Health

1. The signs and symptoms of emotional distress may affect one's clinical or academic performance. These may include, but are not limited to:
 - a. extreme anxiety resulting in the inability to focus, concentrate, or perform clinically or academically,
 - b. agitation, hyperactivity, severe apprehension, flight of ideas, grandiosity, loose associations, or excessive verbalization,
 - c. multiple somatic complaints that impair the student's functioning,
 - d. excessive fatigue,
 - e. errors in judgment due to anxiety or indecisiveness,
 - f. auditory or visual hallucinations,
 - g. extreme sadness, tearfulness, or psychomotor retardation,
 - h. self-destructive behaviors, including but not limited to suicidal ideation or attempts,
 - i. pessimism, feelings of hopelessness and helplessness, or loss of interest or motivation,
 - j. delusions, including persecutory, grandiose, religious, or nihilistic,
 - k. disorganization of thought processes,

- l. attention seeking or overly dependent behaviors,
 - m. manipulative behaviors,
 - n. angry, aggressive behaviors or verbalizations,
 - o. failure to participate in activities required to meet objectives, and pervasive distrust and suspiciousness, pervasive pattern of detachment, pervasive pattern of low self-image, identity disturbance, and impulsive behavior that is potentially injurious to self or others.
2. Faculty responding to students displaying behaviors consistent with emotional distress or illness will follow Saddleback College's Faculty Guide: Responding to Distressed, Disruptive or Threatening Students. Measures that may be taken by the faculty may include referral to the Saddleback College Crisis Intervention team, Student Health Services, or notification of Campus Safety.
 3. If a patient and/or student's safety is compromised, the MLT faculty has the responsibility and the authority to take immediate action, which may include:
 - a. removing the student from the setting,
 - b. requiring the student to find alternative transportation from the facility,
 - c. Documentation of counseling and give to student,
 - d. referring the student to the MLT program director, and
 - e. referring the student to the Vice-President of Student Services.
 4. The faculty will document the incident in the student's file and complete a Saddleback College Unusual Occurrence Report. The student is expected to furnish evidence of counseling or treatment in a recognized treatment modality and that he/she will be able to function safely and effectively in a classroom/clinical setting.
 5. A student dropped from the MLT program under this policy may be considered for re-entry, but it is not guaranteed.

TESTING/GRADING PROCEDURES

Make-up Examinations

1. A student is expected to take regularly scheduled examinations. However, it is recognized that there are occasional, justifiable, extenuating circumstances for missing an examination. These will be handled on an individual basis by the course instructor. Proof of emergency/illness may be required at the discretion of the instructor.
2. Students must review the course syllabus for specific make-up examination guidelines for each course.
3. It is the student's responsibility to arrange for make-up examinations with the instructor according to the instruction in the course syllabus. Instructors are not required to offer make-up exams.
4. An exam that is made up may receive a maximum grade of 75%.

Incomplete Grades

1. It is a requirement of the Phleb program that a student must complete, with a “P” or “Pass” grade in all Phleb courses in a semester to progress.
2. Incomplete grades are not given in the Clin Lab Assistant and Phleb program. Students will receive a “NP” or “No Pass” grade for incomplete coursework and/or attendance hours, as attendance is mandatory and recorded in all of the classes.

Grading and Grading System

1. Students must refer to their course syllabi as each instructor designates for their courses, specifically, the “Pass” and “No pass” criteria.
2. Formal drops or withdrawals with the office of admissions and records are the responsibility of the student.
3. The faculty believes that dishonest behaviors are inconsistent with safe MLT/Phlebotomy practice and, therefore, reserve the right to dismiss from the MLT/Phleb program any student who demonstrates evidence of dishonest behaviors.
4. A student dismissed for academic dishonesty, unprofessional behavior or breach of confidentiality is not eligible for re-entry into any of the phlebotomy courses.

Disabled Students Programs and Services (DSPS)

1. The student must present the memo “Accommodated Testing for Students with Disabilities” and discuss their individual needs with the faculty member on the first day of class or immediately upon notification of eligibility.
2. The student should schedule accommodated testing dates with DSPS to coincide with the date of the course’s scheduled quiz/test dates unless alternate instructions are given by the course lead instructor(s).

The DSPS test envelope must be delivered by the student to course lead faculty a minimum of 7 days prior to the quiz/test unless special consideration is approved by the instructor.

Clinical Evaluation

1. Clinical evaluation will be completed at least once for each clinical/practicum course. The evaluations will be performed by using the Technical Competency and Professional Behavior forms that are available in each clinical course in eValue. Specific tasks and criteria are included in the evaluation forms. Evaluations are performed for every task on the day that the tasks are performed. Students are expected to participate in the evaluation process and sign the form. The clinical preceptor or a

combination of clinical preceptors will perform the evaluation and sign the evaluation forms. The final evaluation will be submitted as instructed in the course syllabus.

2. Students who receive an evaluation that “does not meet expectations” or a “1” will require to meet with the practicum course instructor and the on-site preceptor to discuss action plans to help students succeed in performing the task one more time before the semester ends. If the student is still unsuccessful upon remediation, the student will fail the clinical practicum and be advised to drop the MLT/Phlebotomy program.
3. In addition to critical objectives listed, students may be dismissed from a MLT/Phlebotomy course and a clinical course for:
 - removal of any unauthorized syringe, needle, medication, supplies or equipment from the student lab classroom,
 - removal of such items from any clinical facility for any reason,
 - removal of any hospital supplies or equipment
 - any violation of HIPAA
 - any reason provided by the clinical site for student removal from the site/practicum
4. No hospital generated medical record that may be traced back to a particular patient may be removed from any facility. Removal of any patient information or any laboratory documents by any means, such as, but not limited to, faxing, copying, duplicating, emailing, photographing, or using any electronic method is prohibited.
5. Inappropriate access to the records of patients or lab results is prohibited.

COLLEGE RESOURCES

Standard Precautions and Infection Control

1. Use appropriate barrier precautions to prevent skin and mucous-membrane exposure when contact with blood or other body fluids of any patient is anticipated.
2. Gloves will be worn at all times in the clinical or student lab, when touching blood and body fluids, mucous membranes, or non-intact skin of all patients, for handling items or surfaces soiled with blood or body fluids, for performing invasive procedures such as venipuncture.
3. Gloves must be discarded before leaving the lab and replaced upon return. Hand hygiene is to be performed before applying gloves and after removal.
4. Hands or other skin surfaces will be washed immediately and thoroughly, with soap and water, if contaminated with blood or other body fluids or if visibly soiled.
5. Gowns, masks, and lab coats must be worn at all times in the lab. Face shields will be worn in the student lab and at the clinical site when required. **Masks will continue to be required in on-campus MLT and Phlebotomy labs per the guidelines set forth in <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/guidance-for-face-coverings.aspx>**

6. Contaminated needles will not be recapped, purposely bent or broken by hand, removed from disposable syringes, or otherwise manipulated by hand.
7. After use, disposable syringes and needles, and other sharp items will be placed in designated puncture-resistant containers for disposal.
8. MLT/Phlebotomy students who have open lesions or weeping dermatitis will refrain from all direct patient care and from handling equipment until the condition resolves at the discretion of the clinical faculty.

COVID Compliance

California Department of Public Health requires students who are placed at healthcare facilities and are working to be fully immunized or have a signed declination and must be in full compliance with the [Order](#) by September 30, 2021. Students who are placed at facilities that allow declinations must complete the religious declination form or contact [DSPS](#) and engage in the interactive process for an accommodation. Students who have a medical declination shall be referred to Saddleback DSPS and not submit a declination form to the office.

Two-dose vaccines include: Pfizer-BioNTech or Moderna or vaccine authorized by the World Health Organization. The one-dose vaccine is: Johnson and Johnson [J&J]/Janssen. All COVID-19 vaccines that are currently authorized for emergency use can be found at the following links:

- By the US Food and Drug Administration (FDA), are listed at the [FDA COVID-19 Vaccines webpage](#).
- By the World Health Organization (WHO), are listed at the [WHO COVID-19 Vaccines webpage](#).

The following conditions apply for all students in HSHS programs that place students in off-site facilities as defined in the [Order](#).

- Students shall be notified of California's requirements through the department web page, handbooks, syllabus, and orientation materials.
- Students shall have a deadline to comply with providing immunization proof or submitting a declination sufficiently in advance of placement.
- Students may be exempt from the vaccination requirements only upon providing a declination form, signed by the individual, stating the student is declining vaccination based on religious beliefs or medical reasons.
- If the student needs to be excused from receiving any COVID-19 vaccine due to Qualifying Medical Reasons, the student shall go to [DSPS](#) for guidance.
 - Per the order, to be eligible for a Qualified Medical Reasons exemption the student must provide a written statement signed by a physician, nurse practitioner, or other licensed medical professional practicing under the license of a physician stating that the individual qualifies for the exemption (but the statement should not describe the underlying medical condition or disability) and indicating the probable duration of the student's inability to receive the vaccine (or if the duration

is unknown or permanent, so indicate).

- Students who decline shall test weekly (or twice weekly) and wear a surgical mask while in the facility.
 - PCR or antigen test that either has Emergency Use Authorization by the U.S. Food and Drug Administration or be operating per the Laboratory Developed Test requirements by the U.S. Centers for Medicare and Medicaid Services. Testing must occur twice weekly for unvaccinated exempt workers in acute health care and long-term care settings, and once weekly for such workers in other health care settings.
 - Wear a surgical mask or higher-level respirator approved by the National Institute of Occupational Safety and Health (NIOSH), such as an N95 filtering facepiece respirator, at all times while in the facility per <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/guidance-for-face-coverings.aspx>

Important College Policies

Please refer to the [Saddleback College Student Handbook](#)

- Grading Policy
- Pass/No Pass (P/NP)
- Course Repetition
- Probation
- Dismissal from College
- Readmission after Dismissal
- Academic Renewal
- Rules and Regulations for Student Behavior
- Standard of Student Conduct
- Removal from Class by Instructor
- Recommended Range of Sanctions and Disciplinary Actions
- Stronger Disciplinary Actions
- Grade Grievance Policy
- Gender Equity Grievance Policy
- Section 504/Americans with Disabilities Act Complaint/Grievance Procedure
- Alcohol and Drug Enforcement Policies and Education
- Title IX Sexual Misconduct/Title IX and Sexual Misconduct Reporting

Student Technical Support

- [Student Technical Support website](#)
- [Chat with Student Technical Support](#)
- [Canvas Basics for Students](#) (Instructional Videos)
- After Hours Support for Canvas: (844) 303-0343

Other Campus Links

- Admissions and Records - provides information regarding application, registration and academic (college) policies. (949) 582-4555
- Career Guidance - All services are currently offered online and in-person. Please call to make an in-person appointment, to be allowed to come to campus. (949) 582-4575
- Counseling - Counselors are available to assist students in the areas of academic advisement, career planning, and personal counseling. (949) 582-4572
- Child Development Center – offers quality childcare services for children of Saddleback College students, staff and faculty, and community members who are a minimum of 18 months of age.
- Disabled Students Programs and Services
- Escort Service – Security escort service between classrooms and other areas of campus. Campus police can be reached (949) 582-4585 or on any campus pay telephone, *80.
- Extended Opportunities Programs & Services is an outreach and retention program designed to assist financially and educationally disadvantaged students in achieving a college education. (949) 582-4620
- Financial Aid Office – The Saddleback College Financial Assistance Program is involved in assisting students with federal, state, and community awards from numerous state and local foundations. (949) 582-4860
- Online Education and Learning Resources - If you need assistance from the Division of Online Education and Learning Resources, please email Cora Swanson at cswanson@saddleback.edu(link sends e-mail).
- Special Services for Students with Disabilities (DSPS)– provides support services and specialized instruction for students with disabilities. Arrangements for support services such as note taking, math study groups, interpreter services, and mobility orientation, and test taking can be scheduled in advance. (949) 582-4885
- Student Health Center – Staffed by medical physicians, clinical psychologists, and nurses to provide professional services in the areas of prevention, recognition, and early treatment of illnesses. (949) 582-4606
- Transfer Center – provides information and assistance to students who are preparing to transfer to a 4-year college or university. (949) 582-4328
- Tutoring – provides free tutoring for Saddleback College students. (949) 582-4519
- Veteran Services- services include but are not limited to new student guidance, counseling, scholarship and financial aid assistance, access to emergency grants, a link to the Veterans Student Council, outreach to the military affiliated community, a venue for community-building, and more. (949) 582-4252

Information and Reference Numbers

- Campus Police Emergency (949) 582-4444
- Health Center (949) 582-4606
- Psychological Services (949) 582-4606
- Crisis Intervention Team (CIT)..... (949) 582-4357
- Vice President for Student Services..... (949) 582-4566
- Dean of Counseling (949) 582-4573
- DSPS (949) 582-4885
- Veterans Ed. & Transition Services (949) 582-4252

COMMUNITY RESOURCES

- California Department of Public Health, Sexual Violence Prevention
- Center for Disease Control, Sexual Violence
- National Institute of Justice, Rape and Sexual Violence
- Office on Women's Health, U.S. Department of Health and Human Services, Sexual Assault
- Orange County 211
- Child Abuse Hotline (24 hrs) (714) 940-1000
- Rape Crisis Hotline (24 hrs) (949) 831-9110
- Sexual Assault/Rape Crisis OC (714) 957-2737 / (949) 831-9110
- National Sexual Abuse Hotline (800) 656-4673
- Suicide Prevention Hotline (800) 784-2433 / (310) 391-1253
- Suicide Crisis Hotline (714) 894-4242
- Domestic Violence Hotline (800) 799-7233 / (714) 992-1931
- HOPE Hotline (714) 639-4673
- Human Options: Battered Women (949) 854-3554
- Interval House (714) 891-8121
- Laura's House (949) 361-3775
- LGBTQ Hotline (888) 843-4564

Saddleback College

Medical Laboratory Technician Program

FERPA RELEASE FORM

I, [Click or tap here to enter text.](#), consent do not consent to the release of my education records to Saddleback affiliates for the purpose of keeping them informed about my educational placement at the facility. I understand that education records include, but are not limited to, information about my academic standing, healthcare records, criminal background results, medical and professional insurance, directory information, and so on. I understand that any disclosures will be within the Family Education Rights and Privacy Act (FERPA) statues and District policies. I acknowledge that I may submit a subsequent notification in writing directing the College to no longer release information to any healthcare or educational affiliate, but in doing so, may impede my ability to complete the course or program.

[Click or tap here to enter text.](#)

Program

[Click or tap here to enter text.](#)

Name: Print Full Legal Name

Signature

[Click or tap to enter a date.](#)

Date

STUDENT ACKNOWLEDGEMENT

Welcome to the Medical Laboratory Technician (MLT)/ Phlebotomy program at Saddleback College. The faculty and staff are committed to helping you succeed in the pursuit of your educational and career goals. We strive to provide you with the knowledge base that you need for your career and foster an open and respectful academic experience for all the students.

Saddleback College is affiliated with the Accrediting Commission for Community and Junior Colleges (ACCJC), the branch of Western Association of Schools and Colleges (WASC). The Medical Laboratory Technician/Phlebotomy program of Saddleback Colleges is approved by the Laboratory Field Services, a division of the California Department of Public Health (CDPH). Upon successful completion of the Associates Degree or Certificate in Medical Laboratory Technician, the graduate is eligible to sit for the MLT-CA certification exam or a Certified Phlebotomy Technician exam. It is important to note that graduation from the program is not contingent upon passing an external certification exam.

This Saddleback College Medical Laboratory Technician/ Phlebotomy Student Handbook has been prepared by the faculty to provide information that is specific and relevant to students enrolled in the MLT program. Policies and procedures specific to the program can be found in this handbook. It is a supplement to the [Saddleback College Student Handbook](#) provided by the College. These policies are designed to support the success of the student in the program.

The Division of Health Sciences and Human Services is committed to helping develop compassionate, caring, safe, and knowledgeable health care professionals by providing quality allied health care educational programs. Discrimination based on race, color, creed, national origin, religion, age, gender, sexual orientation, political affiliation, or physical disability is prohibited by the program, the Division, and the College.

By signing below, the Medical Laboratory Technician (MLT)/Phlebotomy student verifies that he/she has read and understands the information in the [Saddleback College Student Handbook](#) pertaining to Regulations and Policies, Admission and Registration Procedures, Student Services, and Academic Policies.

The student also verifies that he/she has read and understands the information contained in the MLT/Phlebotomy Student Handbook and will comply with all policies and requirements, including any addenda and updates as they occur.

Print Name

Signature

Date